

RECONCILIATION ACTION PLAN
REFLECT

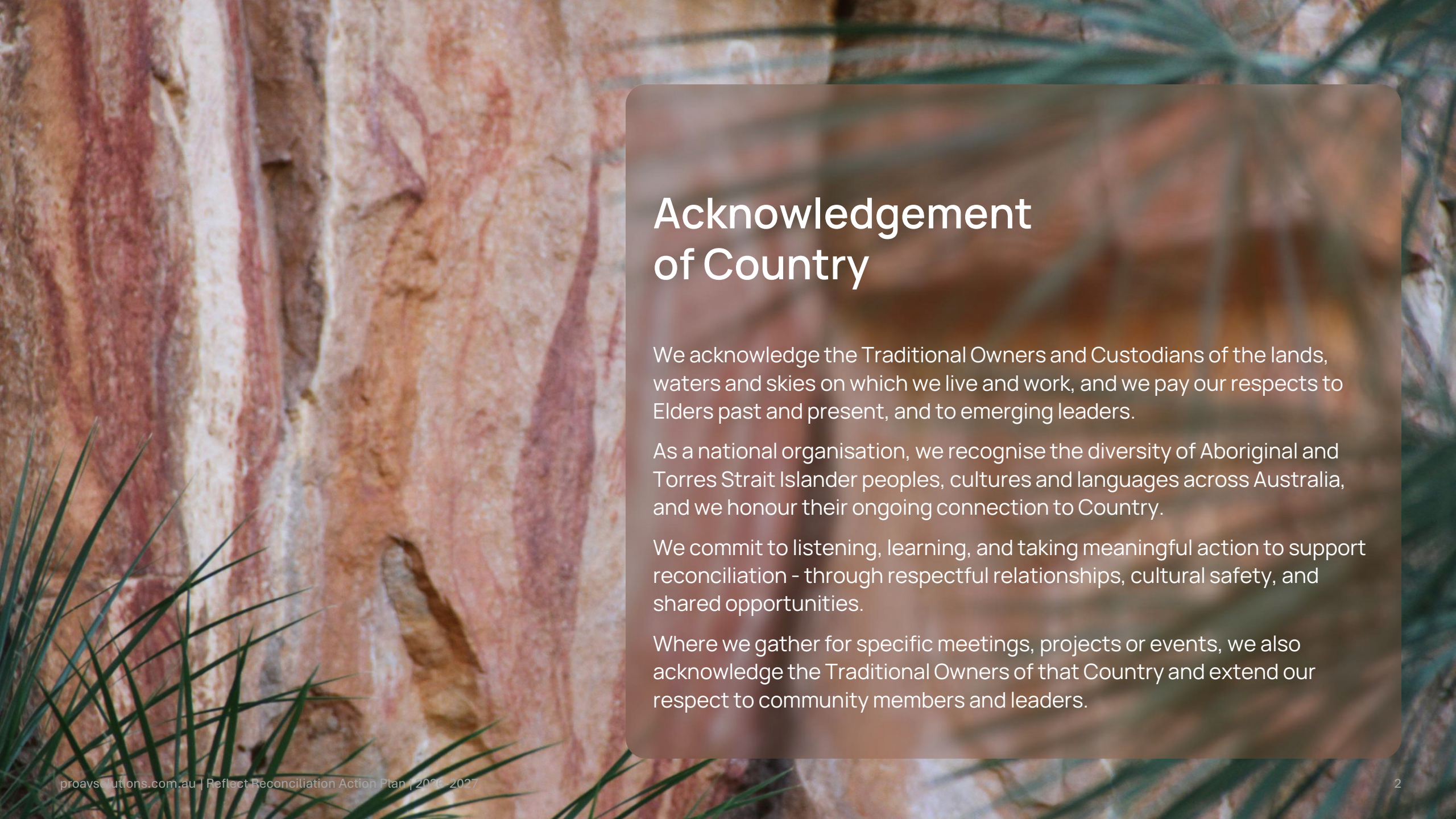
PRO AV SOLUTIONS
experience excellence

2026

Reconciliation Action Plan
Reflect

Pro AV Solutions

October 2026 – October 2027



Acknowledgement of Country

We acknowledge the Traditional Owners and Custodians of the lands, waters and skies on which we live and work, and we pay our respects to Elders past and present, and to emerging leaders.

As a national organisation, we recognise the diversity of Aboriginal and Torres Strait Islander peoples, cultures and languages across Australia, and we honour their ongoing connection to Country.

We commit to listening, learning, and taking meaningful action to support reconciliation - through respectful relationships, cultural safety, and shared opportunities.

Where we gather for specific meetings, projects or events, we also acknowledge the Traditional Owners of that Country and extend our respect to community members and leaders.

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Message from

Director and RAP Executive Sponsor
Kylee Naglost



It is with genuine pride that I present Pro AV Solutions' Reconciliation Action Plan (RAP). This RAP marks an important milestone in our ongoing reconciliation journey and reflects our commitment to strengthening respectful relationships with Aboriginal and Torres Strait Islander peoples and communities across the Lands on which we operate.

Our organisation has long valued connection, collaboration and community. This plan builds on that foundation by setting out clear actions that support cultural understanding, safer workplaces, and meaningful opportunities - both within our team and across our broader network of partners and customers. It is a practical, accountable framework that will guide how we listen, learn and act.

I want to acknowledge and thank the Aboriginal and Torres Strait Islander peoples who have shared their knowledge and perspectives to help shape this RAP, and the many colleagues who have contributed their time and care to its development. We recognise that reconciliation is not a single initiative - it is a sustained commitment that must be embedded into how we lead, how we work, and how we measure progress.

This RAP has the full support of our Board and leadership team. We are committed to delivering on our actions, reporting on outcomes, and continually improving. Most importantly, we are committed to doing this work with humility, respect and consistency.

I look forward to the journey ahead and to the positive change we can help create - together.

Kylee Naglost

Director, Pro AV Solutions
RAP Executive Sponsor



Statement from

CEO of Reconciliation Australia **Karen Mundine**

Reconciliation Australia welcomes Pro AV Solutions to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Pro AV Solutions joins a network of more than 3,000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 5.5 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Pro AV Solutions to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Pro AV Solutions, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine

Chief Executive Officer
Reconciliation Australia

Our Business

About Pro AV Solutions

Pro AV Solutions is Australia's leading professional audiovisual (AV) and modern workplace technology provider. We design, deliver and support integrated technology environments that connect people, transform spaces and improve organisational performance. Our services span consulting, design, integration and ongoing managed services, supporting clients across corporate, government, education, healthcare and other sectors.

We employ more than 350 people across Australia, including over 200 technical and field-based specialists. Our workforce includes project managers, engineers, programmers, service technicians and support teams, making us the largest dedicated AV integration team in the country.

At the time of developing this RAP, we are continuing to build our understanding of Aboriginal and Torres Strait Islander representation within our workforce. We recognise the importance of creating a culturally safe and inclusive workplace where Aboriginal and Torres Strait Islander employees feel respected, supported and comfortable identifying as First Nations people, should they choose to do so. As part of our reconciliation journey, we are committed to strengthening our understanding of workforce diversity and improving how we respectfully collect and manage this information.

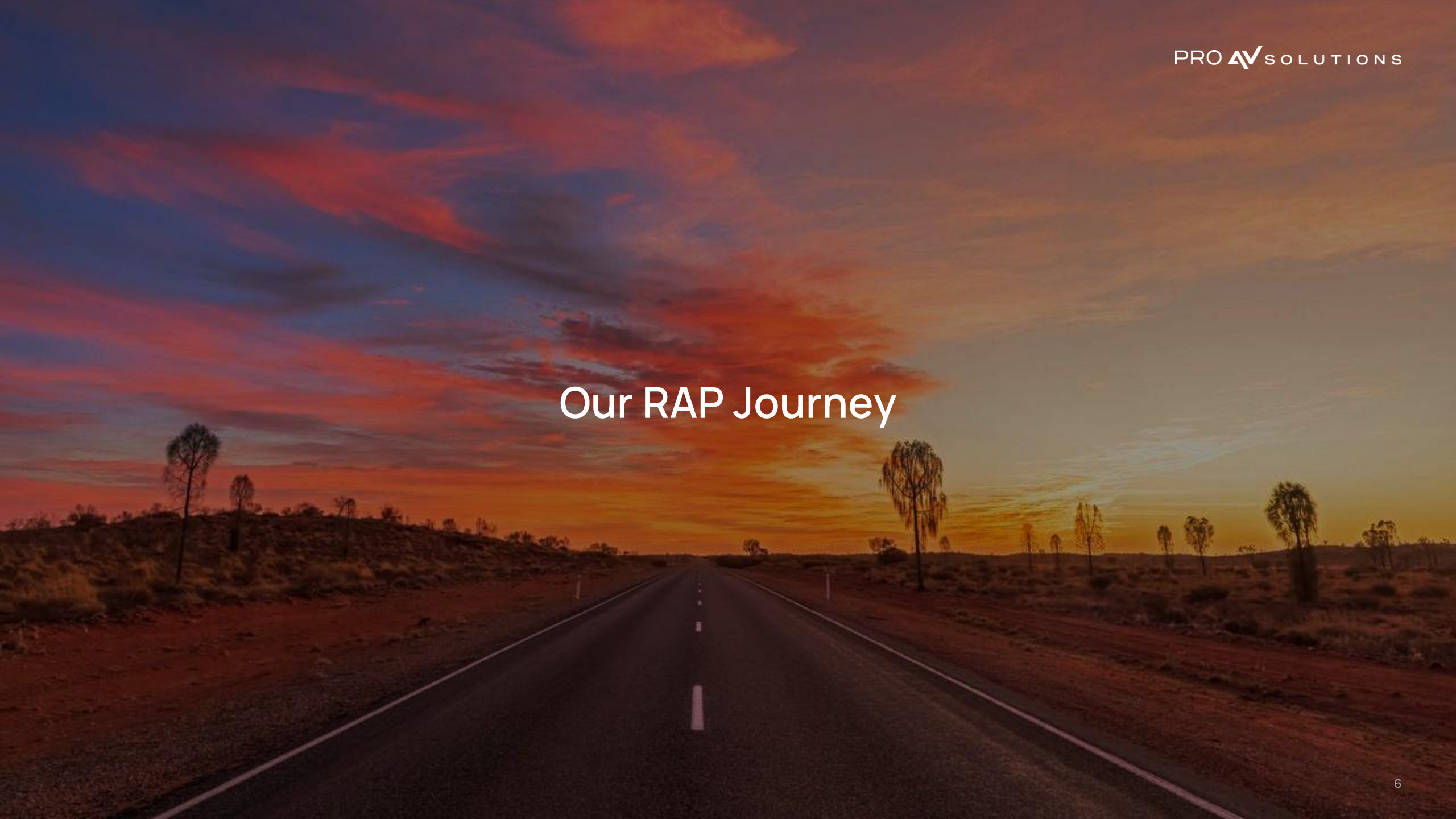
Pro AV Solutions operates nationally, with offices and experience centres located in Victoria, New South Wales, Queensland, South Australia, Western Australia and the Australian Capital Territory. Our national footprint allows us to deliver consistent, high-quality outcomes while maintaining strong local relationships with clients, partners and communities.

Through our scale, supply chain and long-term client relationships, we recognise that we have a meaningful sphere of influence. This includes how we engage our people, how we procure goods and services, and how we contribute to the communities in which we operate.

30+
Years in operation.

340+
Team Members

7
Offices & Experience Showrooms


Our RAP Journey

Our RAP Journey

Our Reconciliation Action Plan (RAP) represents an important step in formalising our commitment to reconciliation and strengthening our relationships with Aboriginal and Torres Strait Islander peoples and communities.

We are implementing a RAP to better understand our role in contributing to reconciliation in Australia, and to ensure that our actions are deliberate, consistent and accountable. As a national organisation with a broad network of employees, partners and suppliers, we recognise that the decisions we make have an impact beyond our business. This RAP provides a structured framework to guide how we build cultural awareness, embed respect into our workplace, and create opportunities through our operations.

Our approach to this Reflect RAP is focused on learning, listening and building strong foundations. We are prioritising actions that increase cultural understanding across our workforce, strengthen internal capability, and help us identify where we can have the most meaningful impact. This includes reviewing our current practices, engaging with Aboriginal and Torres Strait Islander stakeholders, and establishing clear governance to support implementation and accountability.

Our RAP Champion is our Director, who also acts as RAP Executive Sponsor. This role is responsible for driving leadership engagement, ensuring visibility of the RAP across the organisation, and supporting the delivery of our commitments. The RAP is further supported by a cross-functional RAP Working Group, which plays a key role in coordinating actions and embedding reconciliation into our day-to-day operations.

This Reflect RAP is the beginning of an ongoing journey. It will help us build the knowledge, relationships and internal alignment required to take more meaningful and measurable steps in future RAP phases.

Our RAP Working Group



Kylee Naglost
Director, Pro AV Solutions
RAP Executive Sponsor



Ben Daffy
Director, Pro AV Solutions
RAP Project Lead



Orla Mallinson
Head of People & Culture, Pro AV Solutions



Marisa Macedo
Marketing Specialist, Pro AV Solutions



Meg Jeffcoat
Administration Assistant, Pro AV Solutions

Our Reconciliation Activities

Pro AV Solutions has already taken initial steps to engage with reconciliation and to build stronger connections with Aboriginal and Torres Strait Islander peoples and communities.

As part of our commitment, we commissioned a First Nations artwork titled “Many Places – One Path” by Aboriginal artist Mandy Draper. The artwork represents connection, shared journeys and the relationships that unite communities across Australia. It reflects our national footprint and our responsibility to move forward together with respect, learning and collaboration. This artwork is now embedded across our organisation and serves as a visible and ongoing reminder of our commitment to reconciliation.



We have also established the Pro AV Solutions First Nations Apprenticeship Program through our Institute of AV Technology. This initiative provides structured apprenticeship pathways, paid training, mentorship and nationally recognised qualifications in the AV industry. The program is designed to support long-term employment outcomes and create meaningful career opportunities within a culturally safe and supportive environment.

In September 2026, Pro AV Solutions became a member of Supply Nation, strengthening our commitment to supporting Aboriginal and Torres Strait Islander businesses. Through this membership, we aim to increase our engagement with verified First Nations suppliers, explore procurement opportunities across our operations and build a more diverse and inclusive supply chain. This is an important step towards embedding supplier diversity into our business practices and contributing to greater economic opportunities for First Nations businesses.



Internally, we have begun building awareness and engagement through our RAP Working Group, which brings together representatives from across different parts of the business. This group has supported the development of this RAP and continues to play a role in promoting understanding and participation across the organisation.

We recognise that these are early steps. As part of this Reflect RAP, we will continue to build on these activities by strengthening relationships with Aboriginal and Torres Strait Islander stakeholders, identifying opportunities to partner with First Nations businesses, and improving how we embed reconciliation into our everyday practices.

As part of National Reconciliation Week 2026, Pro AV Solutions supported internal awareness and engagement activities across the business. Our team participated in the Wear It Yellow campaign to raise awareness and show support for First Nations children and families. Employees across our regions were encouraged to wear yellow during the week, with internal communications and digital signage used to share information about National Reconciliation Week and the importance of reconciliation.

These activities helped build early awareness across our workforce and provided a practical starting point for broader conversations about reconciliation. Through this Reflect RAP, we will build on this engagement by continuing to share Reconciliation Australia resources, encouraging participation in future National Reconciliation Week activities, and strengthening our understanding of how Pro AV Solutions can contribute meaningfully to reconciliation. Our focus is to move forward in a way that is respectful, considered and guided by ongoing learning and engagement.

About the Artwork



Many Places – One Path

Mandy Draper created a special story for our Pro AV Solutions artwork

This artwork represents Pro AV Solutions and their continuing connections with Country, Community and Culture. The eight large gathering circles, each representing South Australia, New South Wales, the Australian Capital Territory, Victoria, Queensland, Western Australia, the Northern Territory and Tasmania.

Flowing between these gathering circles are journey lines, representing the strong and growing connections that unite Pro AV Solutions as one company. The smaller gathering circles reflect Pro AV Solutions' connection to Aboriginal and Torres Strait Islander peoples.

These elements represent created opportunities that support strong futures for First Nations communities.

Kangaroo tracks weave throughout the artwork, symbolising movement forward and the ongoing journey of Pro AV Solutions.

The corner elements in the artwork represent Country and Sea Country. The Land with its warm ochres and blue waves represents the connection and appreciation Pro AV Solutions holds working on Country and Sea Country.

About the Artist



Mandy Draper

Mandy Draper is an Australian Aboriginal artist living on Gubbi Gubbi Country. She is a contemporary artist inspired by the creatures of the land and water, and through her paintings she connects with community, educating and sharing culture.

Mandy's artwork is deeply grounded in storytelling, connection to Country and the preservation of cultural knowledge. Her distinctive style uses traditional symbolism alongside vibrant contemporary colour palettes to represent journeys, gathering places, waterways and the relationships between people, land and sea.

Through her creative practice, Mandy aims to foster understanding and respect for Aboriginal culture while creating meaningful visual narratives that celebrate resilience, identity and connection. Her work is widely recognised for its ability to communicate powerful stories of Country in a way that is accessible, engaging and culturally respectful.

Mandy is passionate about using art as a platform for education, cultural awareness and reconciliation, and she actively shares the stories behind each piece to support deeper learning and connection within communities and organisations.



Our Reconciliation Action Plan

Relationships.

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Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Oct-26	Lead: Head of People & Culture
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Oct-26	Lead: Head of People & Culture
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May (annually)	Lead: Marketing Director
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2027	Lead: Marketing Director
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2027	Lead: Marketing Director
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Oct-26	Lead: RAP Project Lead Support: Marketing Director
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Nov-26	Lead: Head of People & Culture Support: Marketing Director
	Identify organisations with a RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Jan-26	Lead: Marketing Director Support: Head of People & Culture
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Jan-26	Lead: Head of People & Culture
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Feb-26	Lead: Head of People & Culture

Respect.

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Action	Deliverable	Timeline	Responsibility
1. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	Mar-27	Lead: Head of People & Culture
	Conduct a review of cultural learning needs within our organisation.	April-27	Lead: Head of People & Culture
2. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May-27	Lead: Marketing Director Support: Head of People & Culture
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Jun-27	Lead: RAP Project Lead Support: Head of People & Culture
3. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June (annually)	Lead: Marketing Director
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July (annually)	Lead: Marketing Director
	RAP Working Group to participate in an external NAIDOC Week event.	July (annually)	Lead: Marketing Director

Opportunities.

Action	Deliverable	Timeline	Responsibility
1. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	Sep-27	Lead: Head of People & Culture
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Aug-26	Lead: Head of People & Culture
	Continue to implement the First Nations Apprenticeship Program	Mar-27	Lead: Head of People & Culture
	Gather participant feedback to review the effectiveness of the First Nations Apprenticeship Program	Jun-27	Lead: Head of People & Culture
2. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	May-27	Lead: Procurement Lead Support: Finance Lead
	Investigate Supply Nation membership.	Nov-26	Lead: Procurement Lead

Governance.

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Action	Deliverable	Timeline	Responsibility
1. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation and review its effectiveness, including participation, engagement and progress against RAP commitments.	Nov-2027 [review]	Lead: Head of People & Culture
	Draft a Terms of Reference for the RWG.	Nov-26	Lead: Head of People & Culture
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	Aug-27	Lead: Head of People & Culture
2. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Oct-26	Lead: RAP Project Lead
	Engage senior leaders in the delivery of RAP commitments.	Oct-26	Lead: RAP Project Lead
	Maintain a senior leader to champion our RAP internally.	Oct-26	Lead: RAP Project Lead
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Nov-26	Lead: Head of People & Culture
3. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	Lead: Head of People & Culture
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	Lead: Head of People & Culture
	Communicate our RAP progress to internal and external stakeholders	September (annually)	Lead: Marketing Director Support: Head of People & Culture
4. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Aug-27	Lead: RAP Project Lead



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Contact us

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